

INTELLIGENCE ENGINE

ABSTRACT OF THE DISCLOSURE

One aspect of the invention is an intelligence engine. The intelligence engine
5 includes a distributor layer operable to communicate with at least one call agent in a
telecommunications network. The call agent may receive state-driven information
associated with a call between an originator and a termination point. The intelligence
engine also includes a telephony management layer. The telephony management
layer is operable to receive a plurality of stateless requests from the distributor layer,
10 access a database entry associated with the requests, spawn at least one request to
obtain information associated with the originator and the termination point if
necessary to route the call, and send the information to the call agent to route the call.
In a particular embodiment, the intelligence engine further includes a facility
management command and control layer. The facility management command and
15 control layer is operable to receive an indicator signal associated with the call from
the network. The call is controlled by the call agent. The facility management
command and control layer is also operable to access a database entry associated with
the call agent in response to the indicator signal and to reassign control of the call
from the call agent to a second call agent.

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